

透析外企面试(3): 如何回答常规难题

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一般而言, 外企面试包括三轮: 第一轮面试一般由公司人力资源部的人员担任考官; 第二轮面试一般由用人部门的主管或经理主持; 如果有必要的话, 应聘者还要参加由公司高层管理者担任主考官的第三轮面试。

在第一轮面试中, 主考官一般会让应聘者用英语作一个自我介绍, 然后就应聘者目前的工作、所应聘的职位、应聘者的职业规划、薪水期望、个性特征等提问。

在第二轮面试中, 主考官通常会就应聘者的专业技术、业务能力、解决问题能力、团队精神、时间管理、抗压能力等方面提问。在绝大多数外企面试中, 主考官会选择从以上列举的几个方面进行提问, 正是因为此类

问题针对性强而且不易回答, 我们通常称之为“面试常规难题”。此外, 在第二轮面试中, 主考官也可能会问及一些刁钻难题, 来考察应聘者的临场反应能力和应变的思维方式, 以期对应聘者的各方面素质有一个尽可能全面的了解。

在第三轮面试中, 主考官的问题一般会考察应聘者对所应聘公司的文化、政策、业务、发展前景等方面的了解情况。

本文关注的是面试中出现的常规难题, 笔者将对这些常规性问题进行全面剖析, 并提供相应的参考回答。

关于应聘者目前的工作



What is the biggest accomplishment in your current position?

应答思路: 主考官往往会通过问及应聘者一些目前工作的情况, 譬如其职责范围、所遇到的问题、所取得的成就等, 来了解应聘者是否适合其所应聘的职位。因此, 应聘者应当就如何回答这些问题做好充分准备。回答问题时, 要实事求是, 如实回答, 同时尽可能突出

自己具备应聘职位所需的条件。

参考回答: I have been working with this company for five years, and I have accumulated a lot of experience in this field. I think my biggest achievement with this job is that I successfully carried out several projects with my team members.

关于所应聘的职位和公司



Then why do you want to leave them and join us?

应答思路: 应聘者可以从以下几个方面来回答这一常规难题: (1) 简单提及应聘者目前所在公司的缺陷, 譬如缺乏提升机会、没有进一步发展的空间等, 但要注意点到为止。然后应重点强调所应聘公司的优势, 如企业文化、规模、名誉、培训机会等。(2) 强调所应聘职位的优势, 如具有挑战性和发展空间等。(3) 强调应聘职位符合自己的兴趣。(4) 说明自己能为所应聘职位和公司作

出有价值的贡献。

参考回答: Well, the company where I'm working is not bad. The problem is that my job responsibilities are rather routine and secretarial. I like challenges, therefore I hope to move on and get a more challenging job so that I can use my initiative. Your company is large and has a good reputation, and there is more scope for development.

关于应聘者的职业规划



How do you see yourself in five years' time?

应答思路：应聘者可以从以下两方面来组织回答：(1) 为自己设置一个目标或规定一个发展方向。应该注意的一点是：所设置的目标一定是可实现的现实。(2) 以实例阐述自己将如何实现这一目标，如参加培训、向同事学习等。回答问题时应突出自己积极向上的心态，并充分使用例证使自己的回答具有说服力。

参考回答： I see myself moving up through marketing analysis into brand management and eventually running a department. I'm aware that there are several skills I need to develop in the meantime, and I believe with your continuing-education program and my motivation for self-improvement, I'll have those skills when the opportunity comes for greater responsibility.

关于应聘者的薪资期望



What salary would you expect for this job?

应答思路：对于这一问题，应聘者一般应尽量模糊或避免回答。可以利用以下两种回答来应付主考官：

“I'm aware of the range in the marketplace. I'm sure you'll come up with a most appropriate offer that will be based on my background and ability.” “I would expect some increase from my existing salary. I feel confident that a company like yours will come up with a good offer.” 如果主考官刨根问底，应聘者可以报一个工资范围，可以说：“I have looked at several sources of wage information. A position like this one typically makes between \$40,000 and

\$45,000 a year. Does that fit in with your salary range?” 当然，如果应聘者确实具备优势的话，也可以通过反问主考官，变被动为主动，这时可以参考以下回答。

参考回答： Based on your job description, which mentions that you prefer someone with a master's degree in engineering, I hope you consider the fact that my skills meet your highest standards. Therefore, I'd expect a salary at the high end of your pay range for the position. Can you give me an idea of the range?

关于应聘者的个性特征



Please describe your personality.

应答思路：在回答这一问题时，应聘者应着重强调自己具备应聘职位所需的个人素质和性格特征。这一点在本系列文章(一)中已详细论述过。以下参考回答适合应聘人力资源部职位的求职人员。

参考回答： I'm supportive, dependable and cooperative. My career has been characterized by my

ability to work well with diverse teams. I'm also a good listener. I seek out opportunities to involve others in the decision-making process. This collaboration and communication is what has enabled me to achieve success in my department. In addition, I'm easygoing and friendly.

关于应聘者的工作技能



What skills do you offer that are most relevant to this job?

应答思路：应聘者在回答这一问题时，应根据应聘职位的要求突出自己的重点技能，并辅以例证，增强

说服力。所说的一切都应向面试官传递一个信息：你是最适合这个职位的，你是用人单位的最佳选择。以下参

考回答适合应聘销售工程师职位的求职人员。

参考回答: My engineering background gives me a logical problem-solving ability that I know will be useful in assessing client needs. Besides, I believe that I can persuade

an audience really effectively. When I stand up in front of an audience to present a new idea, I can usually get people on my side rather quickly.

关于应聘者解决问题的能力



Tell me the most difficult problem you've ever solved.

应答思路: 应聘者可以讲述一个自己成功解决问题的实例。实例的选择应当取决于应聘职位的要求。如果应聘职位要求应聘者具备较强的沟通能力,可以参考以下回答。

参考回答: I was promoted to manage a new team.

A colleague in that team disliked me from the beginning. I soon learned that her best friend had been turned down for the position. Then I had a face-to-face talk with her and explained to her that it was a fair competition. After the talk, our relationship was better.

关于应聘者的团队精神



What type of people do you work with most effectively?

应答思路: 这一问题主要考察应聘者是否具备团队精神,是否能够积极、成功地处理团队工作中出现的冲突。应聘者应该首先强调自己具备团队精神,然后说明自己遇到冲突时不会感情用事,而是采取对事不对人的态度,以合作、双赢的方式积极主动地解决问题。

参考回答: I think I'm a good team player. I like working with all types of people, even bad-tempered people. If there is a problem or conflict, I will use open communication and solve the problem in an assertive and collaborative way. I will try to be soft on people and hard on problems.

关于应聘者的时间管理



How do you manage your time on a typical day?

应答思路: 在回答该问题时,应聘者应该充分了解自己职位的职责、工作重点等,然后来举例回答。如果应聘销售职位,可以借鉴以下回答。

参考回答: I've always given priority to working

with regular clients, because they offer a better return value. The last thing I do is general correspondence, especially internal correspondence, which I take care of at the end of the day or week.

关于应聘者的抗压能力



How do you manage stress in your daily work?

应答思路: 应聘者应强调自己善于计划安排、管理时间,说明自己能妥善处理与同事或客户之间的关系,同时也可以提及自己经常参加体育、社交活动来缓解工作压力,避免自己处于紧张状态之中。

参考回答: I plan ahead and manage my time well.

I get along well with my colleagues. I also have a personal rule that stops me from reacting to any problem until I feel calm about it. I also participate in all kinds of sports. So I can say I won't give myself a chance to become stressed out.

以上只是列举了一些面试常规难题,所提供的回答也只能作为参考。在实际面试中,应聘者还需要根据自身情况和所应聘的工作岗位灵活地回答各种问题。